

# JOB OPPORTUNITY

Franchise Tax Board is an equal employment opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

☒ Permanent Full-time      ☐ Permanent Intermittent      ☐ Limited-term (Temporary) Length \_\_\_\_      ☐ Formal Training and Development Assignment

Position Title: ITSO Project Planner

Classification: Staff/Senior ISA

Location: Central

Section/Unit: Service Planning & Management Section

Salary Range: Varies on position

Number of Vacancies: 1

## Job Description: (includes typical duties)

As a member of the Technology Planning and Decision Support Bureau (TPDS), the incumbent serves as the Assistant Project Manager for the Information Technology Service Opportunity (ITSO) Project. The incumbent will plan, develop, direct, facilitate and document assignments associated with ITSO utilizing ITIL framework. The incumbent will develop methodology and processes that support and align technology and business strategic and operational goals and activities such as developing the methodology for creating listing of IT Services. All duties are performed within the framework of the Department's mission and values, and in accordance with Departmental Policies and General Procedures.

## Required Knowledge, Skills, Abilities:

- Strong leadership and interpersonal skills
- Extensive facilitation experience of large groups of business and technical staff
- Strong organizational and analytical skills and ability to successfully perform concurrent assignments
- Ability to exercise a high degree of initiative, analyze issues, define problems, and recommend effective solutions
- Strong verbal and writing skills to communicate in a professional and persuasive manner with staff from all levels of the organization
- Strong analytical skills

## Desirable Experience/Qualifications:

- In-Depth knowledge of FTB's IT organizations, technical infrastructure and application systems
- ITIL framework knowledge
- Service Catalogue knowledge
- Experience developing complex detailed plans with the ability to manage multiple tasks simultaneously
- Skilled in project management methodology

Mail or hand deliver your application by: 02/5/09

Contact Person: **Aida Ghadiri**

Telephone Number: **845-6587**

Address/Room Number: Exam Unit, PO Box 550, Sacramento CA 95812-0550 Attn: **Aida Ghadiri**

Special Instruction: **FTB Employees Hand Deliver or Route To** Aida Ghadiri at **M/S F-183**

**\*\*IMPORTANT INFORMATION\*\*** As required by the department's rules of conduct, all employees of the Franchise Tax Board (**FTB**) must be in compliance with the California Revenue and Taxation Code. During the background investigation portion of the hiring process, **FTB** will review return information to verify California state income tax compliance. Any failure to comply with the California Revenue and Taxation Code may prevent you from being hired at **FTB**. If you think you may have any potential tax compliance issues, please call 1-800-852-5711 to resolve them prior to seeking employment with **FTB**."

To be considered for this Job Opportunity, applicants must have permanent civil service status, be reachable on an employment list, or have reinstatement eligibility. **Applications will be screened and only the most qualified applicants will be interviewed.**

**All applicants not currently employed with the Franchise Tax Board will be subject to a pre-employment background investigation.** The investigation will consist of completion of a pre-employment questionnaire, fingerprinting, and an inquiry to the Department of Justice to disclose criminal records.

TDD is Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device. The California Relay Service telephone numbers are: (from TDD Phone) (800) 735-2929; (from Voice Phone) (800) 735-2922.